Team 3

John Hong
Haein Lee
Jonathan Hasou
Sung Bae

EATS

The Team

John Hong,
Project Manager

Planning, monitoring, controlling and closing the project.

Sung Bae,
Software Developer

Software development process, including the research, design, programming, and testing of the software.

Jonathan Hasou,
Quality Assurance Officer

Investigating and setting standards for quality, ensuring that development processes comply with standards.

Haein Lee,
UI Designer

Designing of user interfaces for machines and software such as mobile devices.

Larry Bird,
Sales Manager

Leading and coaching a team of salespeople.

Billie Jean,
Marketing Director

Managing the marketing resources of an application.

Project Objective:

In Lyft Eats, our goal is to provide higher quality service to the community by developing a **delivery system** that benefits both the **restaurants** and the **drivers**.

Background

System Description

Order

Lyft Eats Customer

Prepare

Lyft Eats Subscribed Restaurant

Deliver

Lyft Eats Driver

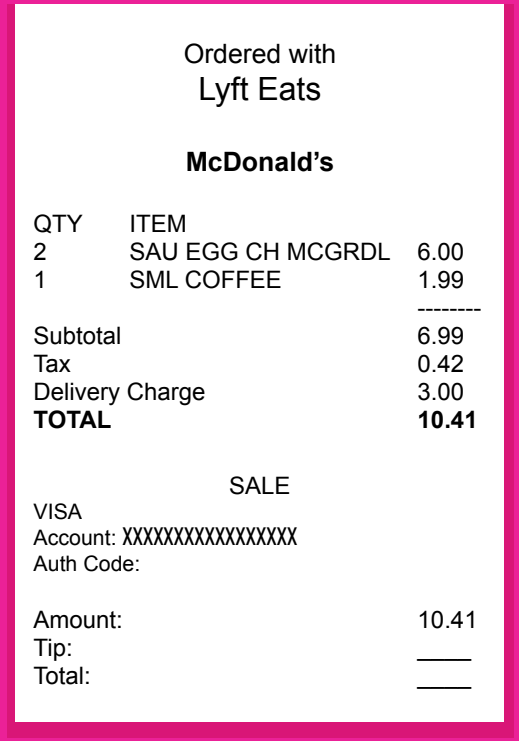
How Lyft & Drivers Make Money?

Lyft

- Annual Subscription Contract of $300 per month
- Minor Ads on the Application

Drivers

- Delivery charge and tips directly go into the driver's account.
- Tips are instant.
- Driver gets paid biweekly (delivery charge).



Ordered with
Lyft Eats

McDonald's

QTY	ITEM	
2	SAU EGG CH MCGRDL	6.00
1	SML COFFEE	1.99

Subtotal		6.99
Tax		0.42
Delivery Charge		3.00
TOTAL		**10.41**

SALE

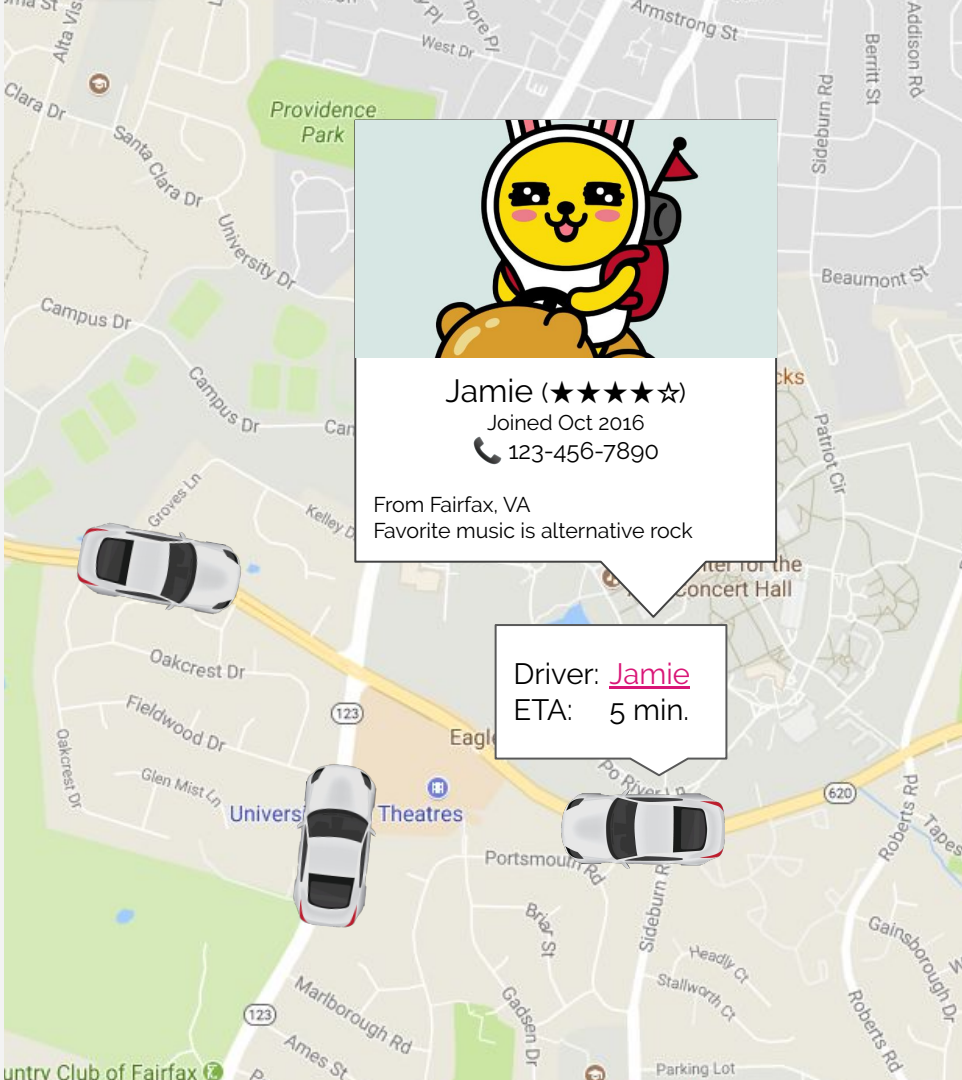
VISA
Account: XXXXXXXXXXXXXXXX
Auth Code:

Amount:	10.41
Tip:	_____
Total:	_____

Completed Delivery (biweekly)	Commission ($)
10	5
20	15
30	30
40	50

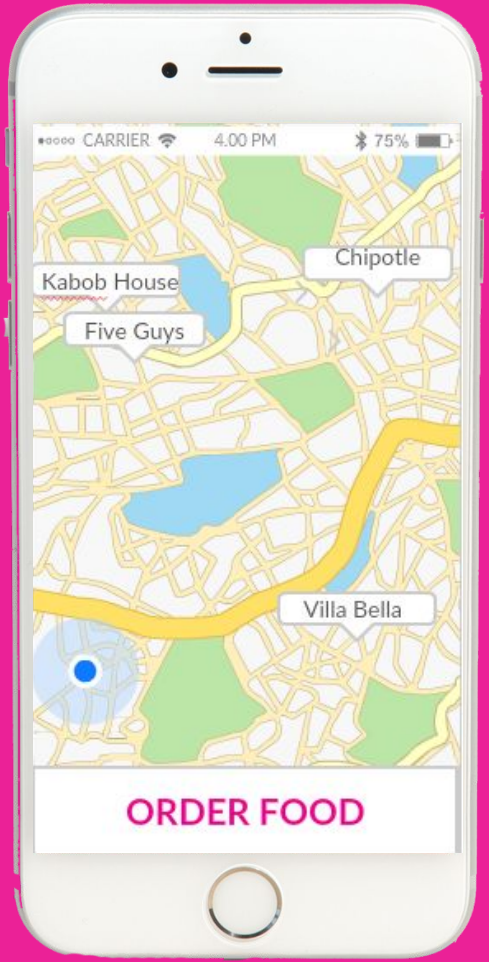
How it works...

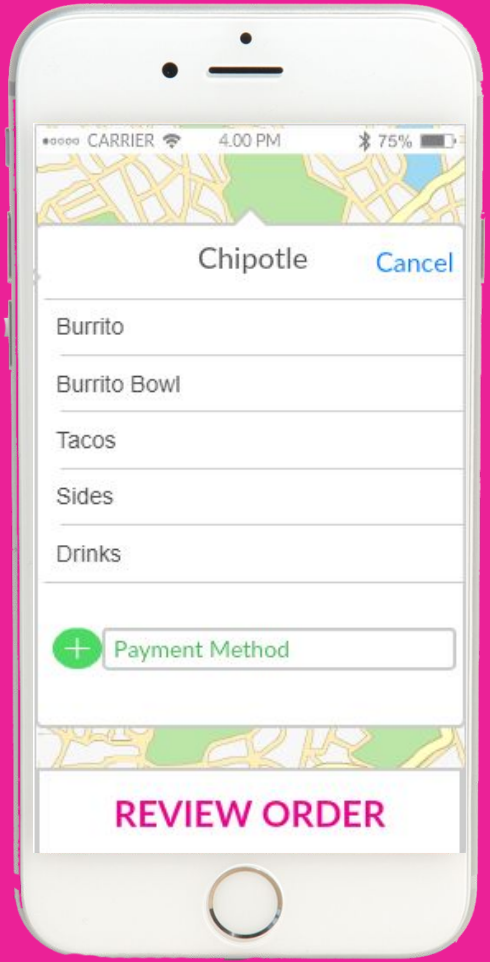
- All users will see drivers that are online.
- Designated driver information will be visible.
- The phone number will allow all the users to communicate.
- User Manager has power to monitor.



User Interface Design

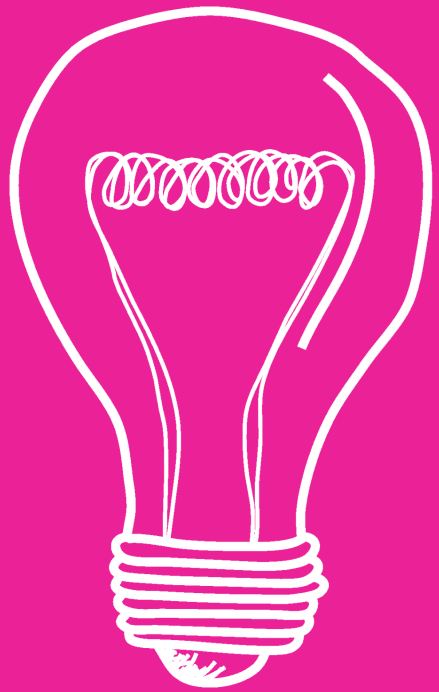
- Highlight restaurant
- Hit “ORDER FOOD”
- Make selection
- Review selections



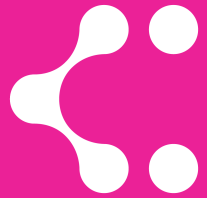


Requirements Gathering

Observation



Survey



Use Case Diagram

Customer Questionnaire

What kind of features would you like to see on Lyft Eats application?

- ☐ ***Favorites tab***
- ☐ Categorization of restaurants
- ☐ Filtering option by price

How many times per month do you order food delivery via Uber Eats?

- ☐ Never
- ☐ ***1-3***
- ☐ 4-6
- ☐ 7+

How more likely are you to order food from restaurants if they provide delivery?

- ☐ Always
- ☐ Very likely
- ☐ ***Likely***
- ☐ Sometimes
- ☐ Never

Does the current Lyft ride application meet your expectations?

- ☐ ***Yes***
- ☐ No
- ☐ Maybe a little

Would you be willing to use the Lyft application more often with the added feature of Lyft Eats?

- ☐ ***Yes***
- ☐ No
- ☐ Maybe a little

Please tell us your age group. (Optional)

- ☐ Below 16
- ☐ 16-25
- ☐ ***26-35***
- ☐ 36-49
- ☐ 50+

Survey

Gender

- ☐ Male
- ☐ Female
- ☐ Other

Age group

- ☐ 18-25
- ☐ 26-35
- ☐ 36-49
- ☐ 50+

Frequency of customer interaction per week

- ☐ Less than 5
- ☐ 6-15
- ☐ 16 or more

Order issues that customers might have

- ☐ Wrong food item
- ☐ Delivery time
- ☐ Restaurant choices
- ☐ Application issues

Did the customer seem pleased with Lyft Eats delivery?

- ☐ Yes
- ☐ No

Use Case

Use Case Name: Place an Order	**ID:** UC-1	**Priority:** High
Actor: Customer		
Description: the customer will place an order from nearby restaurant by using Lyft Eats app.		
Trigger: **Type:** ✓ External ❏ Temporal		
Pre-conditions: 1. The customer has an account for Lyft Eats and set up payment method. 2. The customer has a valid address.		
Normal Course: 1. A customer browses nearby restaurants and menus. 2. A customer selects the menu and add to a shopping cart. 3. A customer reviews the shopping cart before clicking “order” button. 4. A selection order is created.		
Alternative Courses: 1. A customer browses nearby restaurants and menus. 2. A customer selects the menu and add to a shopping cart. 3. Selected menu is not available and customer is asked if they would like to order different menu. 4. A customer selects different menu and places an order. 5. A new selected order is created.		
Post-conditions: 1. Payment for the order is made. 2. Delivery request is created.		

Functional Requirements

1. User Management

1.1. The system will verify all the users which are drivers, customers, restaurant, and managers.
1.2. The manager will monitor and report any inappropriate behaviors to the system.
1.3. The system will record all the inappropriate behaviors of users and give warnings.
1.4. The system will ban any users with three warnings.
1.5. The system will track drivers and performance by customer's rating.
1.6. The system will reward the drivers with high delivery points biweekly.

2. System Availability

2.1. The system should be available everywhere that is in service.
2.2. The system should allow all of the customers and drivers within 5 mile radius of subscribed restaurants to have access.
2.3. The system requires smartphone or tablet.
2.4. The system requires the Internet.

3. Payment System

3.1. The system should be able to accept credit card.
3.2. The system should have the ability to accept coupons during the promotional period.

Non-functional Requirements

1. Operational

1.1. The system will ask the users to enter their email to receive receipt or event information.
1.2. The system will ask the users to enter their phone number to allow the users to communicate during the ordering and delivering process.

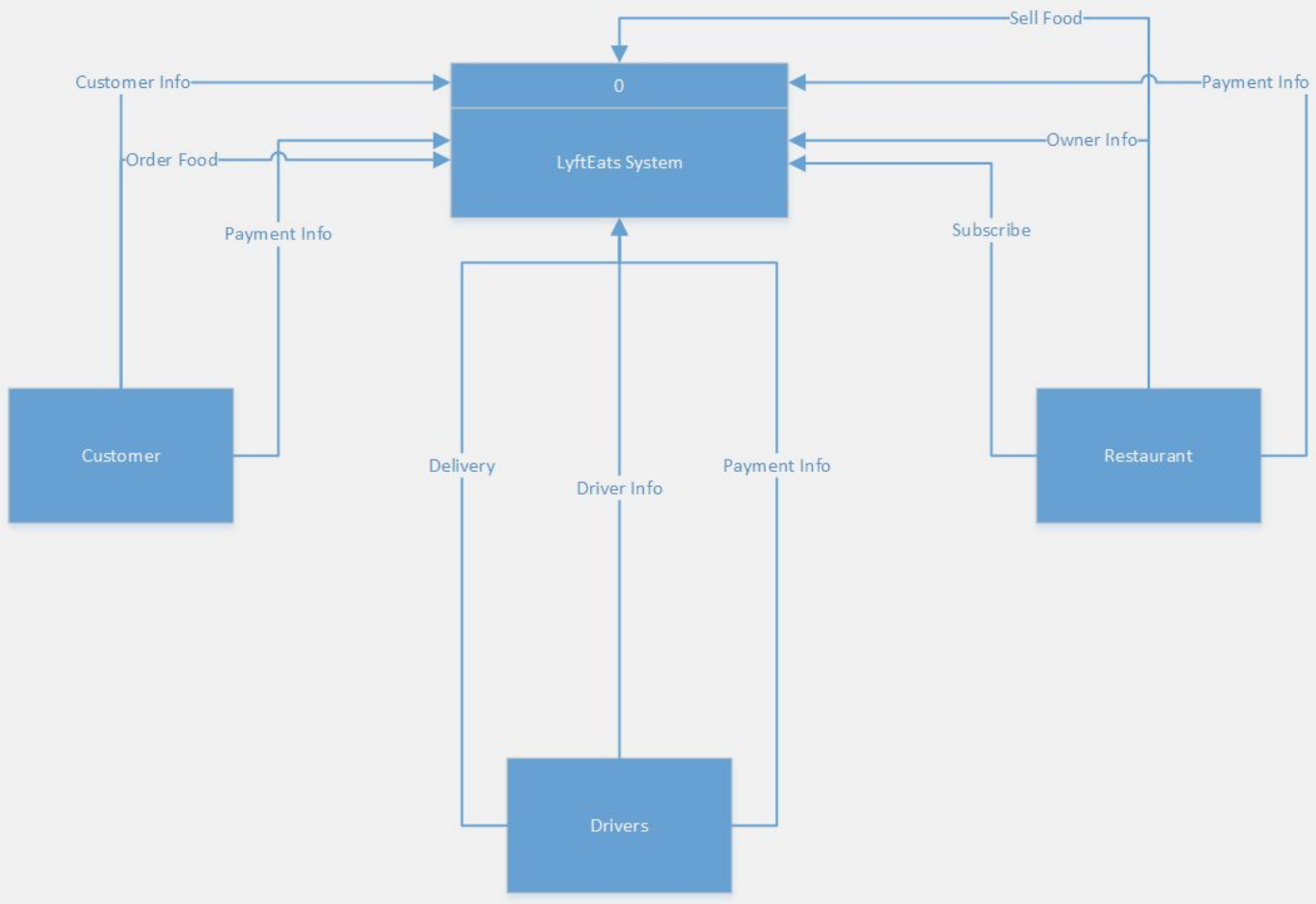
2. Performance

2.1. The system should update all of the newly subscribed restaurants.
2.2. The system should expand to almost all of the local communities.
2.3. The system should be stable and quick.

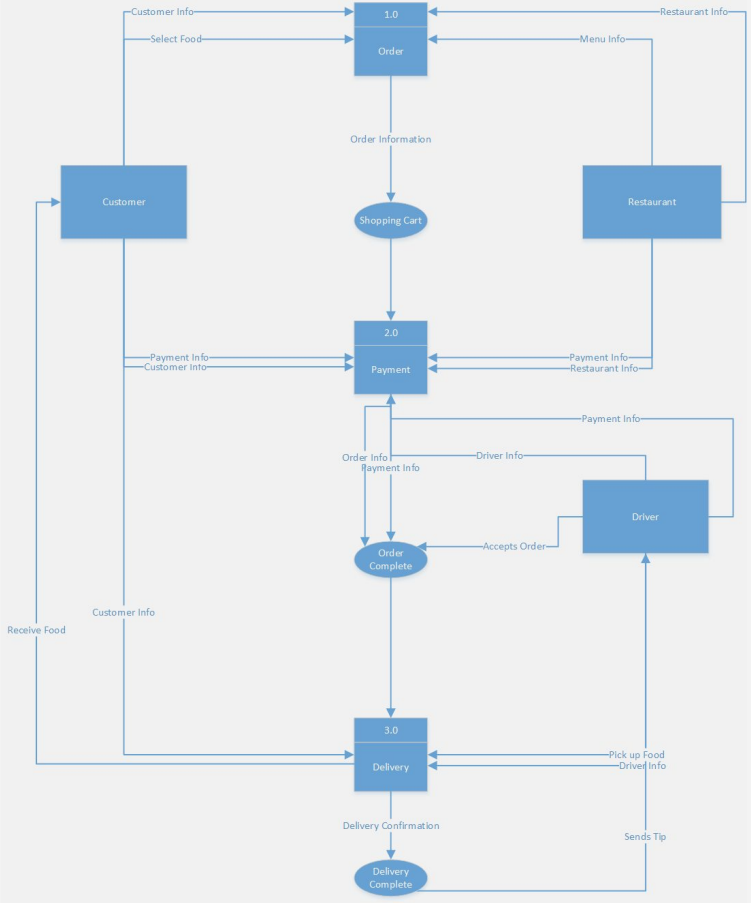
3. Security

3.1. The system will encrypt all of the user's payment methods and personal information.
3.2. The system will not accept credit cards that have been declined.
3.3. The system will allow two-step authentication for all of the users.
3.4. The system will force users in manager level to do two-step authentication.

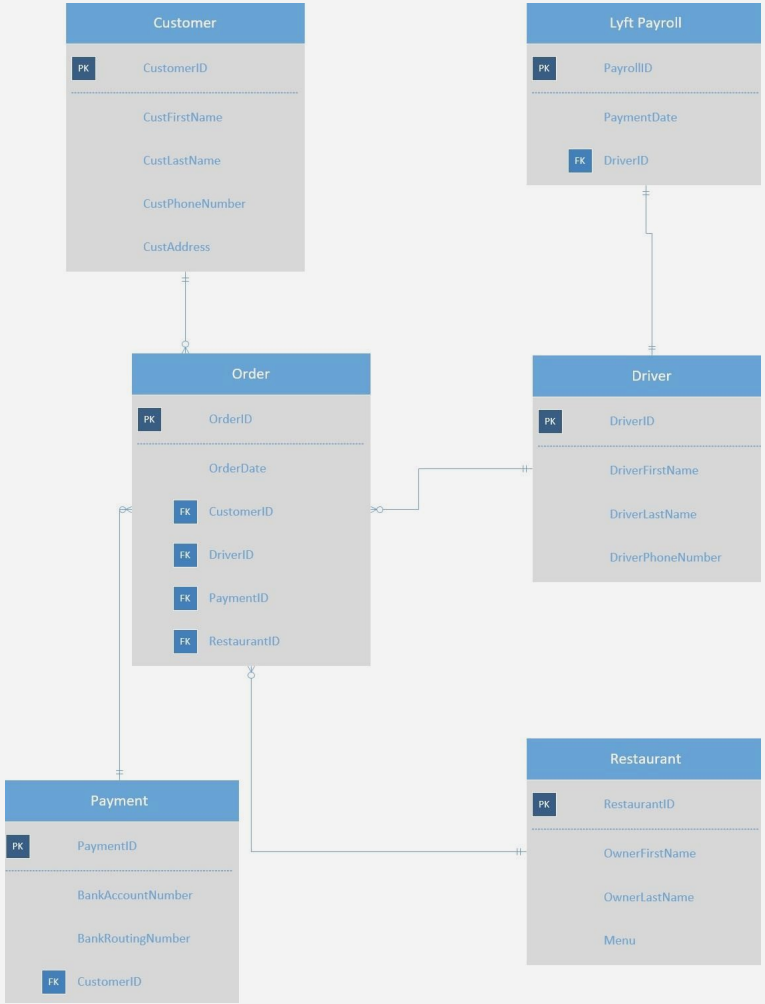
Context Diagram



Level 0 diagram



Entity Relationship Diagram



Annual Cash Flow Statement

Cash Flow	2018	2019	2020	2021	2022
Cost	$100,000	$30,000	$30,000	$30,000	$30,000
Discount Factor	$0.92	$0.84	$0.77	$0.71	$0.65
Discounted Costs	$83,486	$25,250	$23,166	$21,253	$19,496
Benefits	$80,000	$100,000	$120,000	$140,000	$180,000
Discount Factor	$0.92	$0.84	$0.77	$0.71	$1
Discounted Benefits	$73,600	$84,168	$92,400	$99,400	$117,000
Discounted Benefits - Costs	($3,486)	$58,918	$73,053	$69,590	$85,495
Cumulative Benefits - Costs	($3,486)	$55,432	$129,485	$199,075	$284,570
NPV	$501,111.87				
ROI	180.82%				
Payback Period	2019				

Q & A

(Yes or No Questions Only, Up to 3)